TechTip #36 – Basic Troubleshooting (Windows & MAC Users) (All online users**)**

All of the blue bold highlighted and underlined items below are "hyperlinks" and will open the respective documents for you to save on your local computer. "Ctrl + Click" on a link to access the document.

To access the "Basic Troubleshooting Guide" for Windows (PC) Users or Macintosh Users, please click on the appropriate link below.

These guides will help a PC or MAC user get their computer up to minimum system requirements very quickly.

Topics covered include the following;

1. Pop-up blockers – disabling (**TechTip #1**)
2. MAC OS (Operating System) Requirements (**TechTip #6**)
3. Screen resolution and zoom – adjusting (**TechTip #14**)
4. Adobe Flash – installing and enabling (**TechTip #19**)
5. Java – installing and enabling (**TechTip #20**)
6. Firewall or Proxy Server (**TechTip #29**)
7. Lost Internet connection (**TechTip #33**)

It is the candidate's responsibility to ensure their computer meets system requirements, none of which are particularly onerous.

The basic utilities such as Java and Flash are routinely included on most computers, and like anti-virus software, are essential to the safe and smooth running of a computer.

Java, Flash and your chosen anti-virus program should always be kept up-to-date.

To get the Windows "Basic Troubleshooting Guide", **CLICK HERE**

To get the Macintosh "Basic Troubleshooting Guide", **CLICK HERE**

If you have further questions after doing your own self-help troubleshooting, please contact your local SkillCheck Online Testing Service distributor below.

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